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For Immediate Release

Hawaiian Telcom Providing Customers Free Calls to the Philippines in Response to Typhoon Haiyan

HONOLULU (Monday, November 11, 2013) – Hawaiian Telcom is assisting Hawaii residents to communicate with their family and friends in the Philippines after catastrophic Typhoon Haiyan. Beginning immediately, Hawaiian Telcom is offering all of its residential home phone customers free phone calls to the Philippines through November 30th 2013.

“Our thoughts and prayers are with those in the Philippines during this most difficult time,” said Eric Yeaman, President and CEO of Hawaiian Telcom. “Hawaii’s people have always had a strong connection to the Philippines – for many local residents, the Philippines was once home. In this time of crisis, we’d like to make it as easy as possible for our customers to contact family and friends in the Philippines who may have been impacted by these tragic events,” Yeaman added on behalf of the Company.

For customers with Hawaiian Telcom Long Distance service, calls placed to the Philippines going back to November 8th, 2013, will not be charged. Home Phone Customers with Hawaiian Telcom International Long Distance plans who are making calls to the Philippines during the free calling period do not need to make any changes to their accounts in order to take advantage of this program. Customers who do not have Hawaiian Telcom as their international long distance provider may call **643-0929** to designate Hawaiian Telcom, at no cost, then begin free calling to the Philippines.

The program will cover any direct calls to the Philippines. Calls to operators or directory assistance will continue to be charged at the usual rate. Hawaiian Telcom also cannot override charges incurred by residential home phone customers for any calls using a different international long distance carrier.

Hawaiian Telcom recommends its High Speed Internet service to contact family and friends online through email, or social media sites such as Facebook and Twitter, during infrastructure challenges in the Philippines that may prevent telephone calls from being connected. Customers are also encouraged to refrain from extended telephone

conversations due to the limited available capacity of the Philippines communications network.

Customers should go to ***hawaiiantel.com/Philippines*** for the terms and restrictions applicable to this program.

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Reminder: Hawaiian Telcom is providing free access to Premium channel, TFC (The Filipino Channel), Ch. 821 from 8 a.m. Saturday, November 9 to midnight, Friday, November 30, 2013 to all Hawaiian Telcom TV customers in response to the emergency situation in the Philippines following Typhoon Haiyan.

About Hawaiian Telcom

Hawaiian Telcom Holdco, Inc. (NASDAQ: HCOM), headquartered in Honolulu, is Hawaii's leading provider of integrated communications and entertainment solutions for business and residential customers. With roots in Hawaii beginning in 1883, the Company offers a full range of services including voice, video, Internet, data, wireless, and advanced communication and network services supported by the reach and reliability of its network and Hawaii's only 24/7 state-of-the-art network operations center. With employees statewide sharing a commitment to innovation and a passion for delivering superior service, Hawaiian Telcom provides an Always OnSM customer experience. For more information, visit www.hawaiiantel.com.

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